

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Customer Engagement Specialist
Carroll County Workforce Development

An Equal Opportunity Employer

Customer Engagement Specialist – Carroll County Workforce Development

\$41,018 annually (\$19.72 hourly) (Grade G09), 40 hours per week, *contingent position**

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

Apply by 5:00 pm on Friday, May 6, 2022

Carroll County Workforce Development is currently searching for a highly motivated, organized, and resourceful individual to join our professional workforce development team. CCWD is Carroll County's American Job Center where jobseekers and businesses come for support, guidance, and career development.

As the Customer Engagement Specialist, you will provide customers with information they need to find their next job and the opportunity for skills upgrading and occupational training. you will assess customers' needs; provide resume building; interview preparation and job search assistance. You will meet with customer individually to determine eligibility for specific training opportunities. Tasks include outreach, assessment, intake, referral, resume development, data-tracking and collection. This position works closely with our partner agencies: Department of Social Services, Carroll Community College Adult Education, Division of Vocational Rehabilitation, Department of Labor and Human Services Program.

The ideal candidate for this opportunity will have strong customer service skills; excellent orientation to detail and problem-solving skills; a working knowledge of available community services and resources.

See next page for the full job description

Qualifications:

1. Bachelor's degree in Social Services, Human Services, or related field
2. Two years customer service; workforce development or case management experience required; employment and training programs experience preferred

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

**Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

Posted 04/22/2022
(22-158)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

CUSTOMER ENGAGEMENT SPECIALIST

GENERAL RESPONSIBILITIES

Provides job seekers with an introduction to workforce development services through a variety of assessment tools and career services. Conducts eligibility screening for occupational training and case management through federal grant programs. Provides initial services for businesses within established Carroll County Workforce Development's policies and procedures, in accordance with the Workforce Innovation and Opportunity Act, and/or other local, state, and federal programs regulations and laws.

ESSENTIAL TASKS include the following: other duties may be assigned.

1. Prioritize and provide direct service to customers to determine most immediate needs, including intake, initial assessments, job search assistance and referrals to community partners for further or immediate support
2. Provide consultation and collect eligibility documentation for federal training programs
3. Assist customers with registration and use of the Maryland Workforce Exchange
4. Provide timely responses for website customer inquiry form submissions
5. Assist customers by facilitating and demonstrating the use of self-service workforce resources
6. Refer job seekers to training and/or supportive services to improve their job readiness by utilizing online training tools, community-based training, and educational resources
7. Provide resume and job application consultation
8. Follow up to ensure customers continue to engage in career assessment and skills upgrades for active job search
9. Identify potential customer job matches utilizing the Maryland Workforce Exchange, online job tools and identified regional opportunities
10. Provide businesses with basic information regarding workforce development services and make appropriate referrals
11. Coordinate referrals or inquiries to and from core partner and community agencies
12. Perform related duties as to specific assignments
13. Any employee may be identified as Essential Personnel during emergency situations
14. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
15. Communicate with manager, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Social Sciences, Human Services or related field
2. Two years customer service; workforce development or case management experience required; employment and training programs experience preferred

*A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Exhibit exemplary customer service and communication skills
2. Demonstrate critical thinking and problem-solving skills
3. Perform data entry and record keeping
4. Work independently and exercise sound judgement in carrying out duties
5. Effective use of technology, digital platforms and other resources that support customer career and job readiness
6. Ability to work effectively with diverse groups of people
7. Ability to identify transferrable skills and make appropriate job referrals
8. Manage multiple customers, assignments and priorities using effective time management
9. Use computer software programs and/or other applications